



TUMBLEWEED RECREATION CENTER

FACILITY POLICIES



Chandler ♦ Arizona

REVISED: September 14, 2009

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Introduction

Our Mission is to be a leading innovator of leisure and recreational programs and services for all guests. This mission is carried out in an atmosphere of teamwork, professionalism, excellence and FUN!

The Tumbleweed Recreation Center (TRC) is a multiuse recreation facility that offers recreational opportunities of persons of all ages and abilities. The TRC focuses on providing a wide variety of wholesome structured and drop-in leisure programs, activities, classes, special events and rentals. TRC services are offered with the customer in mind to include programming that is multigenerational to assist families in a one-stop shop for recreational programs.

General Information

Hours of Operation

Monday – Friday	5 a.m. – 10 p.m.
Saturday	7 a.m. – 8 p.m.
Sunday	10 a.m. – 6:30 p.m.

- The TRC is closed Thanksgiving, Christmas and Easter Day as well as the weekend of the Ostrich Festival.
- The facility has adjusted hours on holidays recognized by the City of Chandler.
- Daily operational hours do not reflect hours for rentals of the meeting room, gymnasium and after-hour activities.

About Tumbleweed Recreation Center

The TRC is a public multi-use recreation facility that is a destination venue for recreational pursuits of person of all ages and abilities. The TRC provides a wide variety of wholesome structured and drop-in leisure programs, activities, classes, special events and rentals.

Description of amenities:

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| <ul style="list-style-type: none"> • Gymnasium • Fitness Areas • Racquetball Courts A & B • Indoor Track • Class Rooms • Ceramics Studio • Art Studio • The Lounge (Active Older Adults 55+) • The Garden | <ul style="list-style-type: none"> • Teen Lounge (Hay Loft) • Multipurpose Room (Cotton Room) • Game Pod • Dance Studio • Group Exercise Studio • Locker Room with Showers • Shaded Courtyard • Meeting Room |
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Programs and services offered:

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| <ul style="list-style-type: none"> • Room Rentals • Parks Pavilion Reservations • Beer Permits • Catering Kitchen • Computer Lab • Onsite Child Care • Drop-in Programs • Teen Programs • Active Adult Programs | <ul style="list-style-type: none"> • Fitness Classes • Fun Packs • Birthday Party Packages • Wellness Programs • Special Interest Classes • Preschool Programs • Intersession Programs • Fine Arts Programs • Special Events |
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Pass Information

All monthly, punch card and annual pass holders will receive a swipe card for each person registered. Patrons will have their card swiped at the front desk prior to entering the fitness area. Please allow sufficient time to complete pass holder registration form, take your picture and enter your information prior to your first visit.

Day users: Those who pay the daily rate will need to sign a form at the front desk upon each visit. Participants will receive a wristband that will indicate to staff what access is allowed.

Contact Information

Phone: 480-782-2900

Fax: 480-782-2929

Website: www.chandleraz.gov/tumbleweed

Physical Address: 745 E. Germann
Chandler, AZ 85286

Mailing Address: P.O. Box 4008
MS 503
Chandler, AZ 85244-4008

General Policies

Age Access

Patrons ages 8 – 17 will be issued a wristband upon check-in. This is to ensure staff can readily determine if children are in the appropriate areas of the facility.

- Youth ages 1 – 7 must be supervised by an adult
- Youth ages 8 – 12 may be in facility without adult supervision
- Youth ages 8 – 12 may use track area under the supervision of an adult during Family Walk Hours any may participate in Group Exercise classes if they attend with a parent. (see page 11 for designated hours)

Please review the designated spaces and the age requirements:

- Fitness Area - ages 13 and up (13-17 must attend fitness orientation)
- Game Pod – ages 13 and up (Programmed times for ages 8-12)
- Hay Loft - ages 13 – 18 (Programmed times for ages 8-12)
- Lounge - ages 18 and up
- Open Gym – ages 18 and up

Animals

Under the Americans with Disabilities Act (ADA) patrons with disabilities are allowed to bring their service animal in all areas of the facility that customers are normally allowed to go. If animals are part of a special event or program, permission may be granted by the Recreation Coordinator for them to be in the facility under special conditions.

Bicycles

Bicycle racks outside of the TRC are provided for your convenience. Owners are to use at their own risk. TRC is not responsible for damage or theft of bicycles.

Businesses

Private parties, non-profit or for-profit organizations are not permitted to conduct business or advertise in the Tumbleweed Recreation Center unless arrangements have been made as part of a rental or sponsorship package. All individuals interested in teaching within TRC and Tumbleweed Park must meet with the appropriate Recreation staff.

Dress Code

Facility: Shirts and shoes must be worn at all times. The TRC promotes a family-friendly atmosphere. Please no offensive clothing such as profanity and graphics of an adult-nature. Shoes with wheels are NOT allowed in the facility.

Fitness Area: No street attire (i.e.; jeans, flannel shirts, corduroy shirts or shorts, boots, sandals, flip flops, etc.) TRC reserves the right to determine what constitutes street attire. If in doubt, don't wear it. You will be asked to leave the workout areas. Any violations of the above rules may result in suspension or revocation of pass holder privileges.

Equipment Use

Equipment such as basketballs, volleyballs, board games and video games are available for patrons to check out from Guest Services with proper identification. TRC passes are the only acceptable forms of identification. TRC identification cards may be purchased at Guest Services for a nominal fee for day pass users. Upon return of the equipment, the ID will be handed back to patron. The patron is responsible for lost or broken items.

Food and Drink

Food and beverages are allowed in the vending areas located in the Game Pod, Hay Loft and front lobby. Food and beverages are allowed in classrooms, lounge, meeting room and Cotton Room upon approval or as part of a facility-sponsored program. Fitness, racquetball, dance studio, group exercise studio and track are bottled water and sport drinks only. There is no food or beverage allowed in the gymnasium. Outside food and beverages are not allowed in the Tree House.

Groups

Groups have the ability to rent areas of the facility for particular activities and/or meetings. Please refer to the rental page for the proper protocol to rent rooms in the TRC.

Literature and Promotional Items

Only city-sponsored entities or partnerships/sponsorships organized by TRC recreation staff are permitted to display literature and/or promotional items within the facility.

Lost and Found

Items lost or forgotten at the TRC will be stored in a designated location behind the front desk for up to two months. After two months, all items will be donated to a local charity. Items of value such as jewelry, wallets and Ipods may be kept longer.

Refunds

Annual passes cannot be withdrawn prior to the one-year of use for any reason other than medical or relocation. Please see the Break Time Brochure for our program refund policy.

Sales and Solicitation on TRC Premises

No person or organization can set up a table, chair, or booth on library premises for the purpose of selling unless they are affiliated with an event sponsored by the Community Services Department, Tumbleweed Recreation Center, or are a City sanctioned event, such as the Ostrich Festival.

Security

Lockers are provided in the locker rooms for monthly and annual pass holders to use free of charge. Items are not to be left in lockers over night. Items left over night will be removed and placed in the Lost and Found. The TRC is not responsible for lost or stolen items. Please report immediately any item that was lost or stolen to facility staff. Minors are not permitted to use lockers in the fitness area unless they have completed the fitness floor orientation. Minors are encouraged to utilize the free lockers in the hallway outside of the gymnasium.

Tobacco Use

In accordance to the Smoke-Free Arizona Act, smoking is prohibited in enclosed public places, enclosed places of employment and within 20 feet from any entrance, open window or ventilation system which includes the Courtyard and Garden patio. 20 feet marks the “no smoke zone” not the “no smoking zone”. If staff determines smoke is within the 20-foot range of any public entrance, the TRC reserves the right to move the no smoking zone further away from the entrance as deemed necessary. Please refrain from using any other form of tobacco within the TRC.

Waivers

Monthly and annual pass holders sign a waiver upon registration that accounts for the length of the pass purchased. Daily pass holders must sign a waiver with each visit.

Activity Area Policies

ART STUDIO AND CERAMICS STUDIO

ADMINISTRATIVE RESPONSIBILITIES

Facility Staff & Instructors:

1. Enforce safety rules with students and visitors.
2. Assure that proper safety equipment, such as eye protection, gloves, guards and fire extinguishers are readily available, operable, and known to all people in the studio.
3. Maintain ventilation for hazardous fumes/dusts as much as possible.
4. Ensure that appropriate warning signs are placed within the studio.
5. Provide training on chemical hazard information, safety rules, recommended good practices, etc.
6. Assure material safety data sheets for hazardous chemicals used in the studios are available.
7. No minors will be permitted to enroll in classes in which the instructor utilizes any toxic substances.

Students:

1. Follow safety rules at all times.
2. Report unsafe conditions.
3. Report accidents.

CERAMICS

Clay:

Clays are minerals composed of hydrated aluminum silicates, often containing crystalline silica. The primary health hazard is associated with repeated breathing of clay dusts. Excessive dusts will occur if dry clay is mixed without ventilation or allowed to accumulate on surfaces.

1. Always use the ventilation system during mixing.
2. Always be alert to the potential of your hands or clothing getting caught in the plug mill. Never put your hand in the hopper.

1. Make sure the studio is cleaned daily by wet mopping and washing.
2. Dry sweeping is prohibited.
3. Vacuuming is prohibited unless a HEPA filter equipped vacuum is used.

Glazes:

Glazes contain a mixture of silica, fluxes and colorants. Fluxes and colorants can be highly toxic if inhaled. Highly toxic glaze constituents include:

Antimony	Lead	Vanadium
Barium	Lithium	Arsenic
Cobalt	Manganese	Cadmium
Beryllium	Chromium	Nickel

1. Mix and weigh glazes in an exhaust hood. Wet glazes are not an inhalation hazard. Wet mop spilled powders.
2. Perform all glaze spraying in a ventilated booth.
3. Hand washing after each use is important.

Kilns:

Only city personnel who have been instructed in firing kilns may operate kilns. A complete understanding of firing procedures and safety components is essential to avoid injuries or damage to the kiln.

PRINTMAKING

Printmaking & Etching:

1. A primary hazard in printmaking and silkscreen printing is exposure to organic solvents during plate preparation and plate clean up.
2. Repeated or prolonged exposure of skin to organic solvent dries out the skin.
3. Prolonged inhalation of solvent vapors in sufficient quantities can cause dizziness, nausea, loss of coordination and even unconsciousness.
4. Accidental ingestion either from poor hygiene or unlabeled containers can cause long-term toxic effects or can be fatal if significant quantities are ingested.
5. Solvents are flammable and can be easily ignited.
6. Screen washing presents a moderate hazard of irritation to the lungs, skin and a severe hazard to the eyes. Bleach and some soap used in the process are corrosive depending on the concentration.
7. Acids used in etching are highly corrosive and hazardous highly reactive to the body, and reactive to many other chemicals.
8. Resin and asphaltum dusts are combustible.
9. Learn the specific hazards of what you are working with by reading the label and reviewing the Material Safety Data Sheets if necessary.
10. Gloves and goggles are necessary when using chemicals . Refer to Material Safety Data Sheets
11. Maintain good ventilation and use the exhaust hoods.
12. Be aware of the location of eye wash stations or other wash sources.
13. Store all chemicals below eye level.

ALTERNATIVE PHOTO PROCESSING

Alternative photographic processing i.e. Cyanotype, Van Dyke Brown, stop bath, fixing, etc. involves a wide variety of chemicals that are corrosive to the skin and eyes and in some cases, toxic by inhalation. Good chemical hygiene procedures are essential during all types of processing.

1. Know the specific hazards of what you are working with by reading the label or material safety data sheets.
2. Use gloves and eye goggles when necessary.
3. Maintain good ventilation.
4. Plan how to quickly flush your eyes in case of accidental exposure.
5. Wash your hands after use
6. Store chemicals below eye level.
7. Make sure all containers are labeled properly.

GLASS

Stained Glass & Glass Fusion

1. Glass slivers and shards should be brushed into a dustpan using the dustpan brush. Do not brush glass with your hands.
2. Goggles and heavy gloves are to be worn while cutting or grinding glass.
3. Use care when using soldering iron. Place iron in holder not flat on table. Keep fingers and skin away from hot tip. Watch for dangling cords. Hot solder and flux can burn your skin so be careful.
4. When using the grinder, keep fingers on outer edge of glass.
5. Keep your work area clean at all times.
6. Dry sweep the table and floor when your work session has ended.

WASTE DISPOSAL

1. No solvents, mineral spirits or oils will be disposed of in the sink.
2. Place rags and paper with oils and solvents, characteristic flammable waste, (Mineral Spirits, Kerosene, Alcohol) in red waste can.
3. Acrylic paint and acrylic medium may be washed down the sink.
4. Clay scraps will be placed in appropriate clay bucket.

Child Watch (The Tree House)

- Children with any indication of illness will not be permitted to enter the Tree House. This is for the safety of staff and other children within the Tree House.
- No beverages are allowed in the Tree House.
- Staff will not feed or diaper children during their stay in the Tree House. Staff is not permitted to help a child in the bathroom. Staff can assist a child outside the bathroom if they need help pulling up or zipping clothing.
- If a child has a problem, parents will be contacted for assistance.

Classrooms

- The furniture arrangements may be changed, however furniture must be restored to the original configuration at the end of class.
- Do not tape, tack or fasten anything to the walls, ceiling or floor.
- Please respect other programs and activities by monitoring noise level.
- All equipment belongs to the City of Chandler. Anyone one caught stealing, damaging or tampering with materials or equipment in the classrooms will be held responsible for replacement or repairs.

Computer Lab

The TRC provides thirty-seven (37) personal computers for public use. These computers have both educational and recreational software and are available for children and adults. All patrons must have a City of Chandler Library Card to be able to use the computers. Patrons can use the computers during Open Lab Times which is posted outside the computer lab, on-line and at Guest Services. So that the largest possible number of users may utilize this popular resource, we have established some guidelines:

Open Lab Times

Monday	7 a.m.-9 a.m., 3 p.m.-5 p.m.
Tuesday	12 p.m.-2 p.m., 7 p.m.-9 p.m.
Wednesday	7 a.m.-9 a.m., 3 p.m.-5 p.m.
Thursday	12 p.m.-2 p.m., 7 p.m.-9 p.m.
Friday	7 a.m.-9 a.m., 3 p.m.-5 p.m.
Saturday	12 p.m.-4 p.m.
Sunday	12 p.m.-4 p.m.

Library Card Policy

- Anyone may request a library card.
- Individual must complete the full application for the library card (address and phone number is required).
- Individual must have a valid photo ID. (Preferably an ID showing their address as well as a photo)
 - a. Driver's License
 - b. School ID
 - c. Military ID
 - d. Passport
 - e. State ID card
- Individual must choose a PIN number to use their Library Card.
- Application will be turned into the library and card will become active within 24-48 hours.
- Applications for the Library will only be taken at the Guest Services Desk.

Open Lab Time Computer Reservation Policy

- Individual may make a reservation for 1 hour at a time on the computer.
- If they do not have a valid or activated Library card they must have an ID.

Computer Lab

- Guests will be given a Guest Pass for an assigned computer and time frame that will give them access to the computer.
- All individuals will be limited to two (2) hours of time per day to reserve the computer. If they use a library card to make a reservation it will not allow them to make any additional reservation. Individuals who sign up for guest reservations will be tracked on a daily guest reservation log to enforce the 2-hour limit.
- Reservations for the computer lab will only be taken at the Guest Services Desk.
- Users acknowledge that their computer use is monitored and some Internet content will not be acceptable within the facility.
- Any inappropriate use of the computer can lead to suspension of computer privileges.

Computer Printing Procedures

- Individuals will only be able to print in black and white.
- The cost to print in black and white is \$.20 per sheet.
- No print jobs will be released prior to payment.
- Printing will only be released from the Guest Services Desk.

Cotton Room North and South

The Cotton Room North and South are two multi-purpose rooms at TRC that can accommodate many different types of special occasions. They may be used individually or open up into one large multi-purpose room. These rooms have a dance floor, a stage and a fully equipped kitchen that would be a perfect place to hold a wedding reception, fundraiser, birthday celebration, school function, retirement party and or corporate event. Another highlight to these rooms is the private patio that is accessible for your guests to enjoy. The Garden Patio is a smoke free area that has a water feature and a beautiful rose garden that would be perfect for a bridal or baby shower and/or an intimate wedding. If interested in having an event in the Cotton Room or the Garden Patio, contact the Rental Coordinator for specific information.

Courtyard

The Courtyard is an open area in the center of TRC for all patrons to enjoy. There are tables, chairs and benches out in the sun and in the shade. This attraction is a great space to enjoy while waiting for your child's class to let out or just to get away and relax. The Courtyard is a smoke free area that may also be used for a special event. If interested in using the Courtyard for a private function, please contact the Rental Coordinator for pricing and approval. As a safety precaution we ask that all young children in the Courtyard be accompanied by a parent or adult.

Dance Studio

The Dance Studio will host a variety of classes from mind/body/relaxation classes, yoga, pilates, fitness related dance classes and youth dance classes. Please view the schedule for value added (no additional fee for pass holders) and registration required classes. The room consists of a wood floor, state-of-the-art sound system plus mirrors and barres to assist in teaching proper fitness/dance techniques.

- Fitness area attire is required. Several dance classes such as ballet require particular dance attire. Please read the description in Break Time or speak to the instructor for additional instruction.
- Please be sure to wear non-marking, athletic shoes or appropriate dance shoes so not to damage the wood floor.
- Please be courteous and turn off cell phones prior to entering the room.
- Class space is limited so be sure to arrive on time for classes.
- Return all equipment at the end of class to the appropriate place.
- A spray bottle with disinfectant along with paper towels will be provided to wipe down mats after use.

Dance Studio

- Equipment stored in the Dance Studio is to remain in the room. Additional weights, mats and bands are located on the fitness floor for every day use.
- If no class is scheduled, the room may be used for stretching or individual exercise routines. The room may be used by city-sponsored groups and/or activities only.
- Pick up a copy of the group exercise schedule at Guest Services or on-line at www.chandleraz.gov/tumbleweed or visit www.chandleraz.gov/breaktime for dance and specialty mind/body fitness classes.

Fitness Area

- It is recommended for patrons to attend a fitness orientation provided by the well-trained Fitness Floor staff. Regularly scheduled orientations are available for sign-up as well as walk-in appointments are welcome.
- Patrons between the ages of 13 – 17 are required to attend a teen fitness orientation and have a waiver on file signed by their parent/guardian before using the fitness area. Teens may register for this free orientation at Guest Services or on-line. Upon completion, when teens check-in they will receive a wristband that will identify whether or not they have completed the proper fitness training.
- Dress code: No street attire (i.e.; jeans, flannel shirts, corduroy shirts or shorts, boots, sandals, flip flops, etc.) TRC reserves the right to determine what constitutes street attire. If in doubt, don't wear it. You will be asked to leave the workout areas.
- Please no food or beverages other than bottled water and sport drinks.
- Fitness machines are not to be moved except by facility staff.
- Please keep free weights in the appropriate area and return to their proper location after use.
- No dropping of weights, chalk or loud/disruptive noises of any kind.
- Please be courteous to other fitness users and use the Gym Wipes with provided to wipe down weight and/or cardio equipment after use.
- Youth under the age of 13 are allowed in the fitness area ONLY when they are registered for a youth fitness class. Minors are allowed in the group exercise and dance studios when accompanied by a parent.
- Personal items including gym bags must be stored in the appropriate area. Lockers are available in the upstairs locker rooms for your convenience and security.
- Please limit use of machines to 30 minutes during peak times. Clipboards with sign-up sheets will be provided if necessary.

Game Pod

The Game Pod has many interactive video games that allow patrons to have fun while staying fit.

- The Game Pod is designed for ages 13 years and older. Please refer to the monthly calendar of events for Open Recreation and for special events/programs for teens (ages 13 and up).
- Use of language or behavior that is deemed inappropriate by TRC staff may result in an immediate suspension from area. The suspension will be appropriate to the behavior. TRC staff has final say regarding suspensions. Refer to the facilities policy regarding conduct.
- Patrons are to place backpacks in designated area.
- Food and beverages allowed only in designated areas.
- Please throw trash away in the appropriate place. No items are to be left on the floor or table areas.
- When attendance reaches room capacity, staff will implement time limits to be as fair as possible to all pass holders.

Group Exercise Studio

The Group Exercise Studio will house value added (no additional fee) fitness classes for pass holders as well as fitness programs which requires advanced registration. These classes and programs can be viewed in the Break Time Brochure. The room consists of a wood floor, state-of-the-art sound system plus mirrors to assist in teaching proper fitness techniques.

- Fitness area attire is required in the Group Exercise Studio.
- Please be sure to wear non-marking, athletic shoes so not to damage the wood floor.
- Please be courteous and turn off cell phones prior to entering the room.
- Class space is limited so be sure to arrive on time for group exercise classes.
- Return all equipment at the end of class to the appropriate place.
- A spray bottle with disinfectant along with paper towels will be provided to wipe down mats after use.
- Equipment stored in the Group Exercise Studio is to remain in the room. Additional weights, mats and bands are located on the fitness floor for every day use.
- If no class is scheduled, the room may be used for stretching or individual exercise routines. Room may be used by city-sponsored groups and/or activities only.
- Pick up a copy of the group exercise schedule at Guest Services or on-line at www.chandleraz.gov/tumbleweed.

Gymnasium

The gymnasium at the TRC has a multitude of purposes. Utilizing the divider, the east side of the gymnasium will be open for adult (ages 18 and up) open gym for regularly scheduled basketball and volleyball times. The west side of the gymnasium will be used for various youth drop-in programs, sport and fitness classes. The gymnasium may be closed occasionally for special activities or events. A monthly schedule is available at Guest Services or on-line at www.chandleraz.gov/tumbleweed.

- No dunking or hanging on the basketball rims.
- Outside organizations are not permitted to hold team practices or conduct drills during open gym times.
- Equipment is available for pass holders to check out at the front desk using a picture ID (other than a driver's license), equipment card or TRC pass.
- Lockers are available at no cost for patrons to lock valuables in the gymnasium. The City of Chandler is not responsible for lost or stolen items.
- Shirts must be worn at all times. Non-marking, athletic shoes only. The TRC promotes a family-friendly atmosphere. Please no offensive clothing such as profanity, graphics of an adult-nature. Shoes with wheels are NOT allowed in the facility.
- No food, chewing gum or beverages other than water allowed in gymnasium.
- Please be courteous and change cell phones to vibrate or turn off while in the gymnasium.
- It is expected for all players to abide by the universal rules of good conduct, fair play and good sportsmanship. The TRC reserves the right to suspend any patron who uses inappropriate language and/or unsportsmanlike behavior including spitting, throwing, kicking or striking of objects in a threatening or dangerous manner or harassing behavior such as following another patron or City staff off the court, into the parking lot or off the premises, or any attempt to block the departure of other players or City staff from their departure is also prohibited.

Basketball Games

- Pick up basketball games can be played during the designated open gym basketball time.
- When others are waiting, games are played 5 on 5 and first to 15 points (baskets count as 1 point, three pointers count as 2 points).
- Winners stay and an entire new group of 5 plays next. Winners limited to 3 games in a row.

Indoor Track

Pass holders have access to the indoor track located on the second floor by the fitness area. The track measures 10 laps to a mile. The track consists of 2 lanes, which will change direction on a daily basis. A directional sign at the top of the stairs will show the direction for the day.

As a courtesy, walkers are to stay on the inside lane while joggers remain on the outside lane. Please pass on the outside lane. Inside lane is defined as the lane closest to the center of the track.

- No standing or stopping on the track. The track is not to be used as an observation desk for activities.
- No more than two people may walk side-by-side. When the track is busy, as a courtesy, please discontinue walking side-by-side.
- There are areas around the track that are available for stretching and core work.
- Fitness area policies apply to the indoor track.
- Children 12 and under may use the track while being directly supervised by legal parent/guardian during Family Walk. Children must be pass holders in addition to the legal parent/guardian supervisor.
- Hands free, front or back infant carriers are permitted at all times.
- Strollers may be used during Family Walk Hours only. A stroller cannot exceed the width of a lane and please refrain from walking side-by-side.

Family Walk Hours

Monday – Friday 9:30 – 11:30 a.m.

Saturdays Noon - 3 p.m.

Sundays Noon - 3 p.m.

Locker Room

- Lockers are for day use only. Patrons will have access to the Digilock System to lock up their belongings while in the facility. Items left over night will be removed and placed in the Lost and Found.
- The City of Chandler is not responsible for lost or stolen items. Please be sure to lock your valuables.
- With the Digilock locker system, you are able to use your own pass code to lock up your belongings while you are working out at Tumbleweed Recreation Center. If by chance you forget your 4-digit pass code, you will need to contact a Fitness Floor Monitor to unlock the locker for you. You will need to provide identification to the staff member to unlock the locker. If your identification is in the locker, the attendant will ask to see it once the locker is open. If you cannot locate someone on the fitness floor, please see a Customer Service Representative at Guest Services on the lower level. To prevent this from happening, please use a 4-digit pass code that you know you will remember, such as a birth date or your favorite numbers.
- Please refrain from using cell phones while in the locker room to help maintain a peaceful and tranquil environment.
- Children ages 5 and up must use the locker room/restroom of the appropriate gender. Children under the age of 5 must be directly supervised while in the locker rooms/restrooms.
- A family locker room is available for one family to use at a time.

Racquetball Courts

- Monthly and annual pass holders may reserve a racquetball court up to 2 days in advanced and for a maximum of one hour. Groups playing doubles (4) or cut-throat (6) are allowed a maximum of one-hour reservations. They may continue play if no reservation or walk-in has requested the court following the one-hour reservation. Please call Guest Services at 480-782-2900 to make a reservation.
- Daily pass holders may make a reservation the same day only for a maximum of one-hour.
- A 10-minute grace period is allotted to each reservation. If the group does not show, the court will be given to the next group waiting.

- Racquetball courts are available for walk-in use on a first come first served basis for up to one hour per group. If there is no reservation or walk-in immediately following their allotted one-hour court time, they may continue play.
- Dress code: Non-marking athletic shoes only. Shirts must be worn at all times. Protective eye-wear is recommended for all patrons.

Racquetball Courts

- Patrons ages 13 – 17 must complete a fitness orientation before utilizing the racquetball courts, unless playing with a parent/guardian or registered for a racquetball class. However, racquetball classes does not replace a teen fitness orientation.
- Racquetball courts may be converted into Wallyball courts.
- Reservations will not be accepted during times that either a class or special event is scheduled.
- It is expected for all players to abide by the universal rules of good conduct, fair play and good sportsmanship. The TRC reserves the right to suspend any patron who uses inappropriate language and/or unsportsmanlike behavior including spitting, throwing, kicking or striking of objects in a threatening or dangerous manner or harassing behavior such as following another patron or City staff off the court, into the parking lot or off the premises, or any attempt to block the departure of other players or City staff from their departure is also prohibited.

The Lounge

- Must be 18 years or older to enter room.
- Only staff is allowed to move furniture or equipment.
- Utilize the equipment in a proper manner and report any damaged or broken equipment to staff.
- Do not take any equipment out of the Lounge.
- Gambling and profanity are prohibited.
- Patrons are not allowed in room while classes are in session.
- All equipment belongs to the City of Chandler. Anyone caught stealing, damaging or tampering with materials or equipment in the Lounge will be held responsible for replacing or repairs.

Teen Lounge (The Hay Loft)

The Hay Loft offers many different activities for teens including karaoke, video games, foosball, television and a place for teens to be teens.

- The Hay Loft is designed for ages 13 –18. Please refer to the monthly calendar of events for Open Recreation and for special events/programs for teens.
- All gaming system equipment, board games and other items may be checked out with proper identification at the Guest Services and must be returned intact and operational.
- A clipboard will be provided for patrons to sign up for designated times for popular games or computers during peak times of facility.
- Use of language or behavior that is deemed inappropriate by TRC staff may result in an immediate suspension from area. The suspension will be appropriate to the behavior. TRC staff has final say regarding suspensions. Refer to the facilities policy regarding conduct.
- Patrons are to place backpacks in designated areas.
- Food and beverages allowed only in designated areas.
- Please throw trash away in the appropriate place. No items are to be left on the floor or table areas.
- When attendance reaches room capacity, staff will implement time limits to be as fair as possible to all pass holders.